

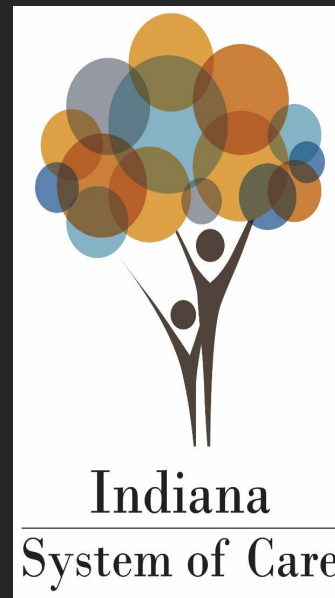


SCHOOL OF SOCIAL WORK

# Systems of Care

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INDIANA UNIVERSITY



# Overview

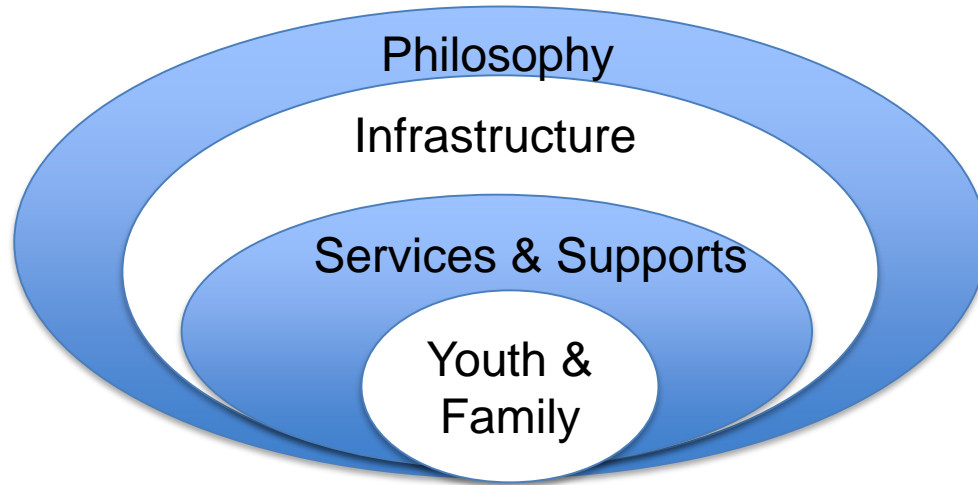
- System Of Care (SOC) Framework
- Indiana SOC Development
- How's it going?
- What SOC can be used to support effectively behavioral health services for children and youth?
- How can you get involved?

Theory & Philosophy

# System of Care Framework

# SOC Concept

“A system of care incorporates a broad array of services and supports that is organized into a coordinated network, integrates care planning and management across multiple levels, is culturally and linguistically competent, and builds meaningful partnerships with families and youth at service delivery and policy levels.” (Pires, 2010)



(Stroul, 2002)

# Values-Based Philosophy

- **Family Driven & Youth Guided** (strengths & needs of the child and family determining the types & mix of services & supports provided).
- **Community Based** (locus of services & management decisions made at community level)
- **Culturally & Linguistically Competent** (agencies, programs, & services are responsive to the cultural, racial, ethnic, & linguistic differences of the populations they serve to facilitate access to and utilization of appropriate services & supports) (Pires, 2010; Stroul & Friedman, 1986, 2011)

# SOC guiding principles

1. Availability & access to broad, flexible array of effective, evidence-informed, community-based services & supports
2. Individualized services... care coordination (wraparound service planning developed in partnership with child & family)
3. Least restrictive environment
4. Family, other caregivers & youth are full partners in all aspects of planning & delivery of own services & policies & procedures that govern care for all children & youth

(Stroul & Friedman, 2011)

# SOC principles

5. Cross-system, inter-agency collaboration
6. Developmentally appropriate services promoting optimal social-emotional outcomes for young children
7. Link with mental health promotion, prevention, & early identification & intervention initiatives
8. Accountability—monitor & manage achievement of goals, adherence to philosophy, quality, effectiveness & outcomes at system, practice & child/family levels.
9. Protect rights of children & families—promote effective advocacy.

(Stroul & Friedman, 2011)

# SOC principles

10. “Provide services & supports without regard to race, religion, national origin, gender, gender expression, sexual orientation, physical disability, socio-economic status, geography, language, immigration status, or other characteristics, and services should be sensitive & responsive to these differences.”

(Stroul & Friedman, 2011)





## System of Care Framework



From Stroul, B. & Friedman, R. (1986). *A system of care for children and youth with severe emotional disturbances* (rev. ed., p. 30). Washington, DC: Georgetown University Child Development Center, National Technical Assistance Center for Children's Mental Health.



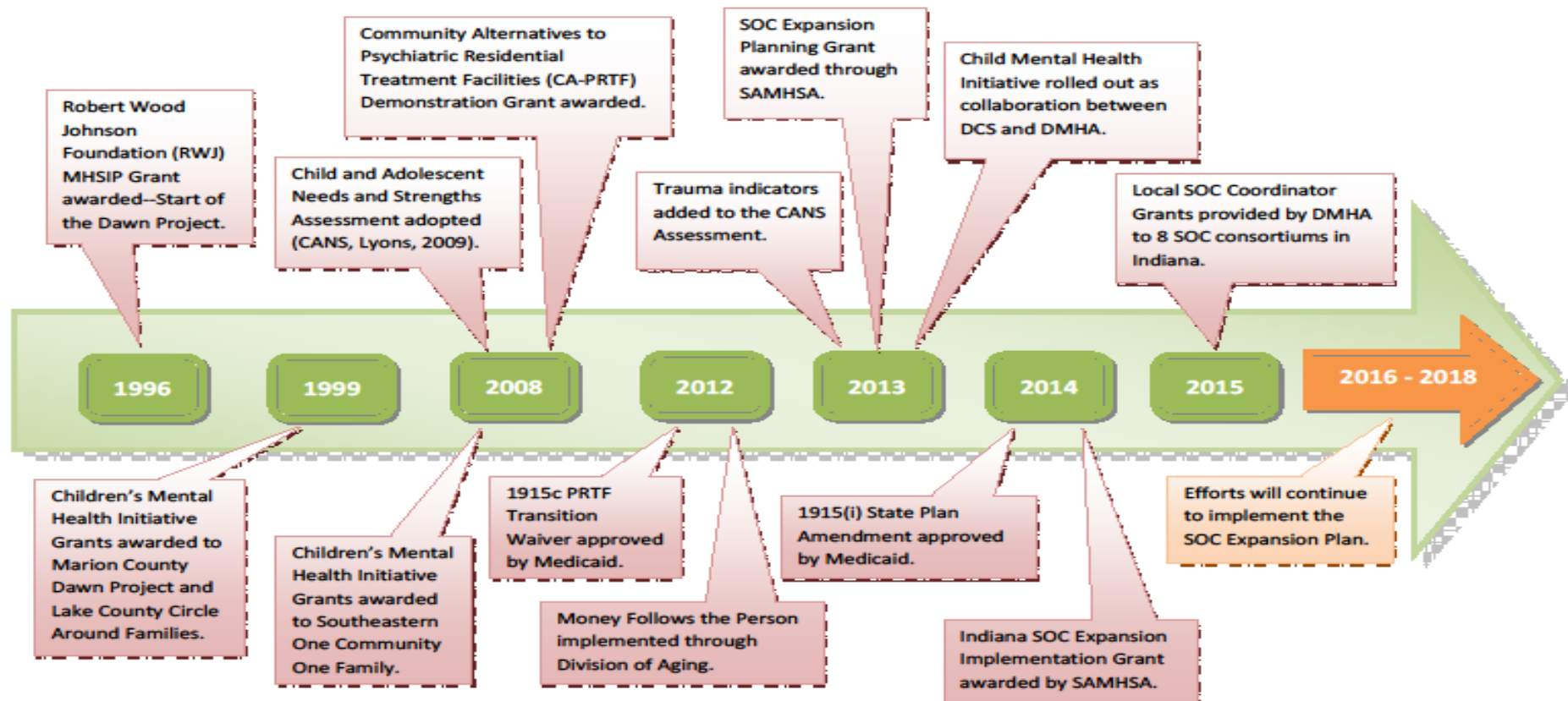
Indiana  

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System of Care

# Development

*Indiana System of Care (IN-SOC)*  
**Evolution of Services in Indiana**



# CMHI SOC Planning Grant -- 2013



Indiana

SYSTEM OF CARE PARTNERS



Indiana



- State Child Mental Health Advisory Board (CMHA)
- Federal SOC Planning Grant
- Required Readiness Self-Assessment
- Strategic Plan to Support State & Local SOC Development

# Indiana System of Care (SOC) Implementation Grant

## **Population of Focus**

The population of focus is young people with mental health and related needs. We believe that all young people have mental health needs that would benefit from the support of the entire community.

## **Mission**

To model and provide leadership, guidance, technical assistance, policy and change at the state level to ensure that a local system of care is available for every child, youth, young adult and their families.

# Indiana System of Care Vision

## ***Communities will . . .***

- Feel empowered to develop a collaborative system of care that meets the unique mental illness and substance use treatment and support needs of their families. Each community's system of care will be built upon a foundation of family strengths, local provider expertise and community resources.
- Create a coordinated, comprehensive network of services and supports that are youth-guided and family-driven, easily accessed and uniquely tailored to meet the needs and preferences of youth and families.

# Indiana SOC Vision

## *Families & youth will.....*

- Believe they can easily access mental illness and substance use treatment and support services that are provided in a cohesive, coordinated way that reduces service silos between providers, addresses and works to eliminate experiences of isolation and increases hope for the future.
- Feel important, valued, understood and an integral part of their family member's journey of care.
- Feel fully engaged in leading their plans to wellness.
- Know about, seek and receive community-based services and supports that are available to meet their challenges, enhance their strengths and improve the quality of their lives.

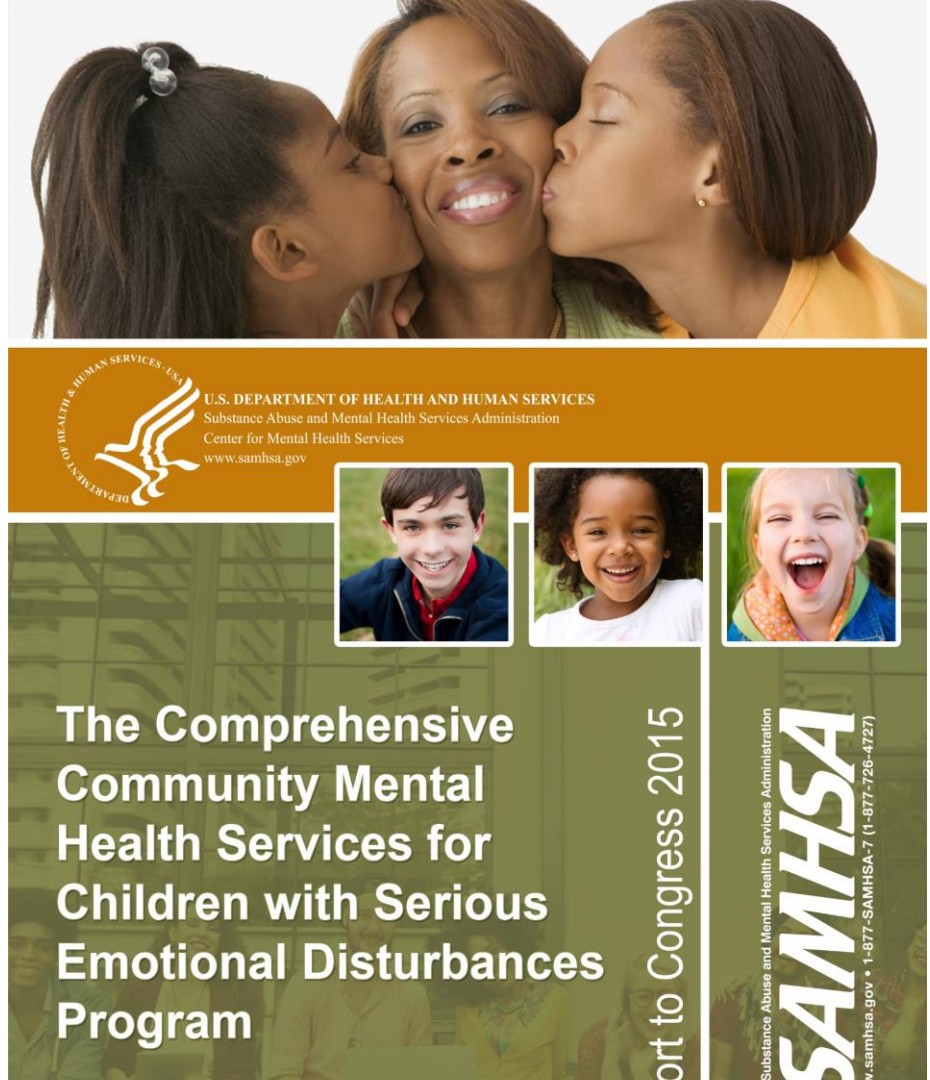
How's it going?

# National & Hoosier SOC Experience



# Report to Congress

- National Evaluation of SOC
- Annual Report to Congress – released February 2017
- Congress has supported the continuation of SOC (Child Mental Health Initiative) funding for over 20 years
- [https://www.samhsa.gov/sites/default/files/programs\\_campaigns/nitt-ta/2015-report-to-congress.pdf](https://www.samhsa.gov/sites/default/files/programs_campaigns/nitt-ta/2015-report-to-congress.pdf)



# IN SOC Grant Implementation Team

- NAMI-Indiana
- Indiana Division of Mental Health & Addiction Youth Services (FSSA)
  - Technical Assistance Trainer/Consultant(s)
  - Cultural & Linguistic Consultant
  - External SOC Consultant(s)
- SOC Evaluation Team (IU School of Social Work)
- Indiana Department of Child Services
- Youth MOVE-Indiana

# SOC Implementation Grant 2014 to 2018



Indiana  

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System of Care

Child Mental Health Advisory (CMHA) became the state

## **IN-SOC Governance Board**

(1/3 of voting members are Youth or Family)

- Youth & Family Subcommittee
- Local SOC Coordinator Subcommittee
- SOC Evaluation Committee
- Workgroups

- **Youth MOVE** is a youth-led organization devoted to improving services and systems surrounding mental health, juvenile justice, education and child welfare. Through encouragement, empowerment and advocacy, Youth MOVE fosters positive growth and development for individuals coping with mental conditions—both moderate and severe.
- What started as a small advisory board in 2012 has since grown into a multi-chapter organization, steadfast on uniting the voices of youth, while raising awareness for the issues they may face.
- As the state chapter, Youth MOVE Indiana (YMIN) works to help children, teens, and adolescents across the state navigate through the difficulties of living with mental and behavioral issues. YMIN's mission is to inspire and unite youth to bring real change to the state's legislature—furthering acceptance, tolerance, and understanding of mental health.



## Local SOC Coordinators

[http://www.in.gov/fssa/dmha/files/Local%20SOC%20Coordinators\\_012418.pdf](http://www.in.gov/fssa/dmha/files/Local%20SOC%20Coordinators_012418.pdf)



**Local System of Care (SOC) Coordinators** provide the collaborative support and assistance needed to implement SOC expansion initiatives locally across the state.

The goal of coordinator is to facilitate the development and expansion of local SOC infrastructure to ensure partnerships within state and local governance are effective, dynamic and sustainable—and share responsibility for co-creation, implementation and evaluation of the state and local SOC.

The local coordinator's role is to facilitate development of a local SOC governance coalition that meets the unique strengths and needs of the community and youth served.

The coordinator is the primary liaison between the local community it serves and the state-level SOC governance board.

# SOC Evaluation Committee

- Advisory committee to Indiana's implementation of the national SOC evaluation and state evaluation
- Open membership, encouraging the voice and meaningful input of youth, families, service providers, and other stakeholders
- Encourage access & communication through periodic in-person and webinar based meetings; disseminate information to SOC community -- next meeting, **March 22, 1:30-3:30 pm**
- Implementing sustainable Quality Improvement/Evaluation Plan

## System of Care Implementation Study (SOCIS)

Describes local & state SOC development: Potential local respondents who know about local MH service from diverse perspectives identified by Local SOC Coordinators: youth/families, juvenile justice, child welfare, mental health providers, education, residential services, other child service agencies, advocates, physical health providers, and other stakeholders

SOCIS survey available at

[http://www.in.gov/fssa/dmha/files/SOCIS\\_Assessment\\_Reformat\\_v6\\_Final\\_113.pdf](http://www.in.gov/fssa/dmha/files/SOCIS_Assessment_Reformat_v6_Final_113.pdf)



SOCIS Results (Walton, Karikari, & Garry, 2017)

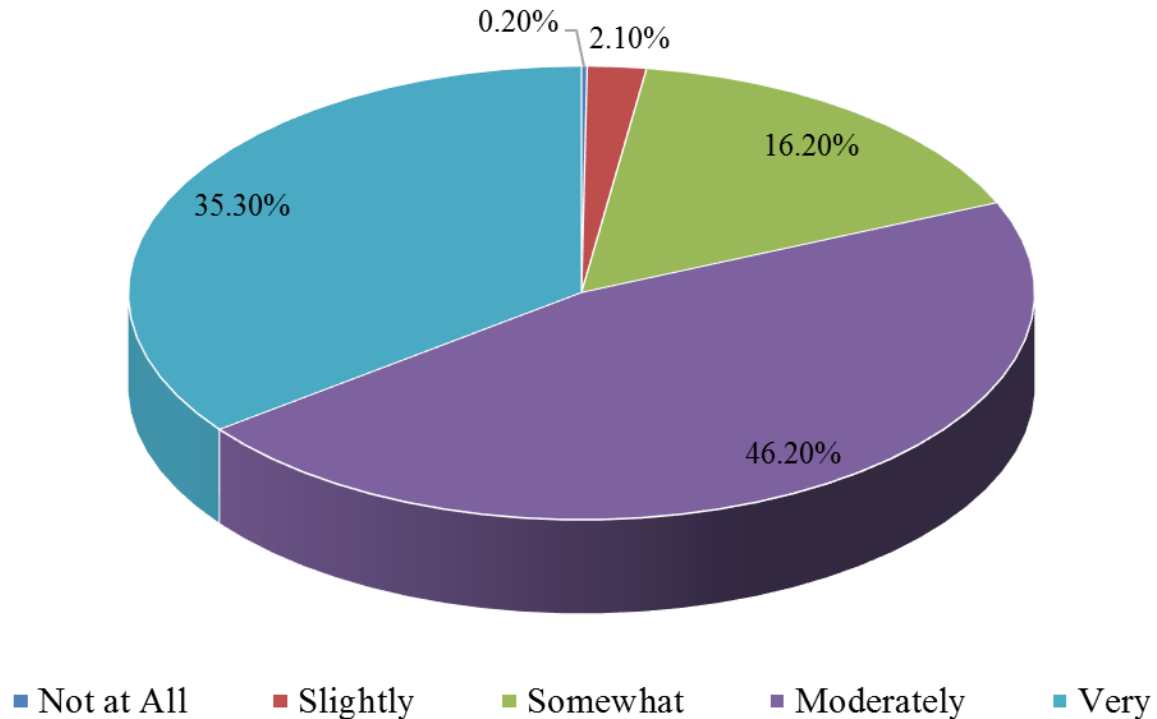
## **Respondents' Perspectives on Service Systems,** **n=654**

<b>Role or Service System</b>	<b>Frequency</b>	<b>Percent</b>
Family	13	2.0%
Youth	4	0.6%
Advocate	25	3.8%
Behavioral Health	145	22.2%
Child Welfare	26	4.0%
Education	82	12.5%
Faith-Based	8	1.2%
Health	18	2.8%
Juvenile Justice	22	3.4%
Other Services	76	11.65



## Knowledge about Local Child Mental Health Services, n=431

Knowledge about Child Mental Health Services



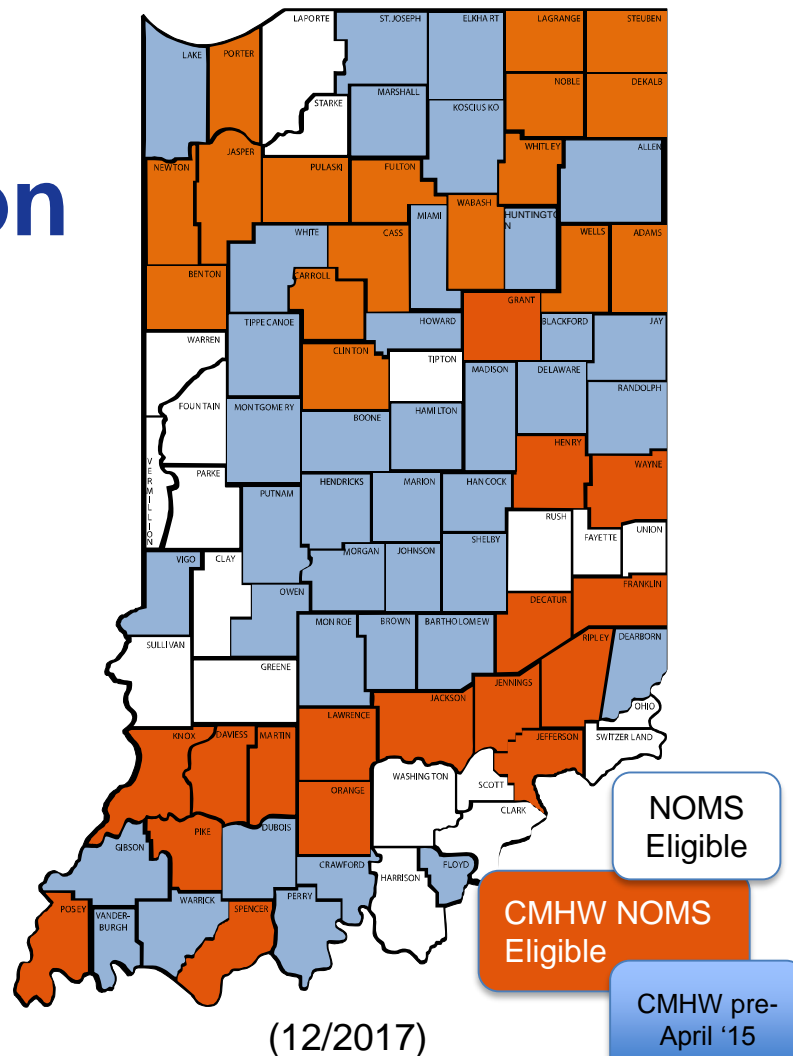
# Areas Needing Improvement

- Outreach and access to effective behavioral health services and supports
- Comprehensive financial plan
- Skilled provider network

# CMHW Implementation

The state and many local SOC's monitor local referrals to wraparound facilitated services for youth with complex needs...

- Child Mental Health Wraparound (CMHW – funded by Medicaid)
- Child Mental Health Initiative (CMHI – funded by DCS)



# Use information for planning, to monitor progress, & to improve outcomes

Consultation from *National Technical Assistance Network for Children's Behavioral Health (TA Network)*

- Create culture & routine practice of using information at all levels (direct services, program, organization, and system)
- Implementation of practical quality improvement process to continue after federal grant ends (September 2018)
- Developed in collaboration with the Indiana Division of Mental & Addiction Youth Services Team, Cross-system SOC grant team, youth & families, local SOC coordinators, state IN-SOC governance board

# Sustainability: 4 part QI plan

1. Monitor fidelity to wraparound care coordination (semi-annual)
2. Service utilization (Medicaid claims) to identify resources, gaps, & disparities in access & utilization of services (age, gender, race/ethnicity, geography)
3. Improve access and routine use of outcomes information
4. Develop cross-system dashboard

# Next Steps



- Sustainability plan
  - State & Local Cross-system Collaboration
  - Youth & Family Involvement
  - Youth MOVE INDIANA
  - Support effective services
  - Quality improvement processes

Using SOC Theory & Research

# Supporting Effective SOC Development

# Strategies for SOC Expansion

- Implement Policy & Regulatory Change
- Developing or Expanding SOCs
- Creating or improving Financial Strategies
- Providing Training, Technical Assistance, & Coaching
- Generating Support

Most Effective Strategies

Most Underutilized Strategies

State-Local Partnerships

Key Lessons



# SOC Strategies

## Most Effective Strategies

- Incorporating requirements in RFPs, contracts, & regulations
- Creating or assigning state or local locus of management & accountability
- Providing training on SOC approach
- Expanding array of services & supports
- Expanding individualized, wraparound approach
- Expanding family & youth involvement in services
- Creating & supporting strong family organizations
- Increasing use of Medicaid financing

## Most Underutilized Strategies

- Incorporating SOC approach in monitoring protocols
- Creating or expanding the use of evidence-informed , promising practices, and practice-based evidence approaches
- Creating or expanding the provider network
- Improving the cultural & linguistic competence of services
- Redeploying funds & using data on cost avoidance
- Increase use of state MH funds, \$ from other child-serving systems & local \$
- Generate support through social marketing
- Cultivating ongoing leaders & champions for the SOC approach

# More lessons on SOC expansion

## State–Community Partnerships

- Test, pilot, & demonstrate approaches for state-wide expansion
- Provide data
- Provide training & technical assistance
- Contribute to the development of family & youth organizations

## Key Lessons

- Establish strong value base
- Create plan with multiple strategies
- Cultivate effective leadership
- Be opportunistic & adaptive
- Adhere to high standards of quality
- Partner with youth & families

# Activity

- In small groups, discuss how Stroul & Friedman's strategies for effectively expanding SOC development could address identified SOC challenges in the state and local SOC's?
- Each group will focus on one area:
  1. Policy & Regulatory Changes
  2. Developing services based on SOC values & principles
  3. Improving Financial Strategies
  4. Providing training, technical assistance, & coaching
  5. Providing access to effective behavioral health services



# How can you get involved?

# Learn more

<http://www.in.gov/fssa/dmha/2732.htm>

## Contact Indiana System of Care

### Division of Mental Health and Addiction

Family and Social Services Administration

402 W. Washington, W353

Indianapolis, Indiana 46204

317-232-7800 office

800-901-1133 consumer service line

317-233-3472 secure fax



**DMHA Youth Services** general questions, [email](#)

Gina Frajola Doyle

**Assistant Deputy Director - Family Youth Recovery Supports Team**

(oversees intensive alternative community-based service programs)

317-232-7800 office

[email](#)

**Get Involved: YOUTH M.O.V.E Indiana**  
(<http://www.in.gov/fssa/dmha/2743.htm>)

To stay in touch, please follow us on social media:

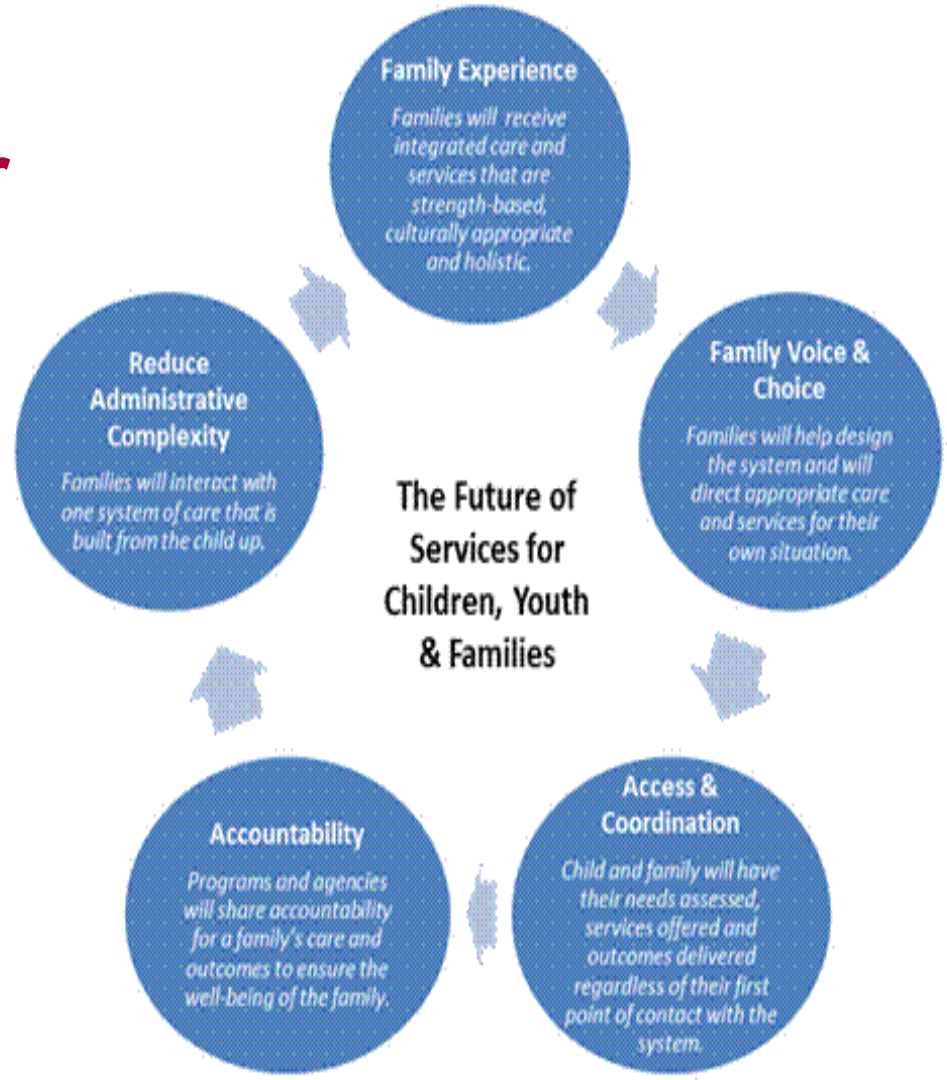
- Facebook:  
<https://www.facebook.com/YouthMoveIndiana>
- Twitter: <https://twitter.com/youthmoveind>
- Instagram:  
[//www.instagram.com/youth\\_move\\_indiana/](https://www.instagram.com/youth_move_indiana/)

**Where We Are**

- Youth MOVE,  
Indianapolis- Mackenzie  
Barclay: [Click Here](#)
- Youth MOVE, Southeast  
Indiana—RD Riley: [Click Here](#)
- Youth MOVE “The Tribe”,  
Grant County- Shelby  
Haisley: [Click Here](#)
- Youth MOVE, Fort  
Wayne—Madeline Miller:  
[Click Here](#)
- Youth MOVE, South  
Bend- Leslie Wesley: [Click Here](#)

# Get involved in your local SOC

- [http://www.in.gov/fssa/dmha/files/Local%20SOC%20Coordinators\\_012418.pdf](http://www.in.gov/fssa/dmha/files/Local%20SOC%20Coordinators_012418.pdf)



# Contact your Community Access Site

The DMHA-approved, community-based Access Site is considered the single point of service access and information for youth, families and providers who are in need of resources related to intensive, community-based wraparound services. The Access Site serves as a means to disseminate information to the field about local, State, and Federal funded intensive behavioral health services available to assist in maintaining youth with behavioral health needs within their home and community.

[http://www.in.gov/fssa/dmha/files/CMHW\\_Access\\_Site\\_List.pdf](http://www.in.gov/fssa/dmha/files/CMHW_Access_Site_List.pdf)

- Local resource for providers and families needing information about the full-array of services available to SED youth within the SOC area/region.
- Point of access for referrals and families seeking treatment alternatives to PRTF/SOF levels of care.
- Distribute information about potential State and Federal funded intensive community-based wraparound services available for youth and families.
- Assist in determining youth/family eligibility for state or federally funded community-based wraparound services.



# Let your voice be heard: Complete the 2018 SOCIS!

- Participate in the 2018 local & the state System of Care Implementation Survey
- March 2018
- Link available on DMHA website....

# **Routinely use data to support planning, to monitor progress, & to improve outcomes**

1. In direct services
2. In supervision
3. In program management
4. In organization
5. Within & across service systems



even the smallest  
actions are  
steps in  
the right  
direction



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Indiana Family & Social Service Administration  
Division of Mental Health & Addiction



Indiana  

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